

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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) Group Art Unit: 2161  
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) Examiner: H. Sough  
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**Technology Center 210C**

--Figure 25(n) illustrates exemplary processing associated with trouble tickets in an implementation consistent with the present invention.--



2161

Patent

Attorney's Docket No. COS-97-101

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of )

B. Reilly BARRY et al. )

Group Art Unit: 2161

Application No.: 09/159,503 )

Examiner: H. Sough

Filed: September 24, 1998 )

For: INTEGRATED BUSINESS )  
SYSTEM FOR WEB BASED )  
TELECOMMUNICATIONS )  
MANAGEMENT )RECEIVED  
MAR 05 2002  
Technology Center 2100AMENDMENT/REPLY TRANSMITTAL LETTERCommissioner of Patent and Trademarks  
Washington, D.C. 20231

Sir:

Enclosed is a reply for the above-identified patent application.

- ☐ A Petition for Extension of Time is also enclosed.
- ☐ A Terminal Disclaimer and a check for ☐ \$55.00 ☐ \$110.00 to cover the requisite Government fee are also enclosed.
- ☐ Applicant(s) request continued examination under 37 C.F.R. § 1.114 and enclose the ☐ \$370.00 ☐ \$740.00 fee due under 37 C.F.R. § 1.17(e).
- ☐ Applicant(s) previously submitted \_\_\_\_\_, on \_\_\_\_\_, for which continued examination is requested.
- ☐ A request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) is also enclosed.

- ☒ No additional claim fee is required.  
☐ An additional claim fee is required, and is calculated as shown below:

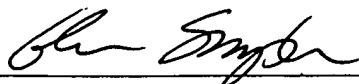
AMENDED CLAIMS					
	No. of Claims	Highest No. Of Claims Previously Paid For	Extra Claims	Rate	Additional Fee
Total Claims		Minus		x \$18.00 =	
Ind. Claims		Minus		x \$ 84.00 =	<b>RECEIVED</b> MAR 05 2002
If Amendment adds multiple dependent claims, add \$280.00					Technology Center 2100
Total Amendment Fee					
If Small entity status is claimed, subtract 50% of Total Amendment Fee					
<b>TOTAL ADDITIONAL FEE DUE FOR THIS AMENDMENT</b>					

- ☐ A claim fee in the amount of \$ \_\_\_\_\_ is enclosed.

Respectfully submitted,

HARRITY & SNYDER, L.L.P.

By:



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Date: March 4, 2002